

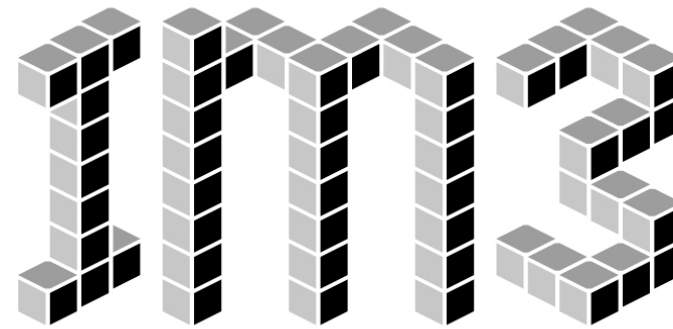
Information Management Maturity Measurement (IM3)

Howard Quenault



What is IM3?

- Designed around IM requirements in the Victorian Government
- Measures IM maturity within an agency
- Includes a simple survey and reporting tool (IM3) available from PROV website
- Not yet fully comprehensive of IM dimensions and characteristics (scheduled for V2)



Information Management
Maturity Measurement

Value Proposition

- Simple, easy to grasp model for IM professionals and non-professionals
- Provide a holistic picture of IM in the organisation – not just IT systems focus
- Provide targets to aim for, a roadmap, benchmarking and case studies
- Link to value, business benefits, inform business decisions
- Can be valuable at the section, business unit or enterprise level



Characteristics



1. PEOPLE



2. ORGANISATION



3. INFORMATION LIFECYCLE & QUALITY



4. BUSINESS SYSTEMS & PROCESSES

Example Agency

Measurement

- Baseline (2013)
- Now (2015)
- Projected (2016)

5 point scale within each level

- recognises the significant work required to progress between (and within) some levels

Dimension	Maturity level (June 2013 2014 2015 2016)				
	1 Unmanaged	2 Aware	3 Formative	4 Operational	5 Proactive
1. People					
1.1: Information Literacy & Responsibility		■ ◆	○	★	
1.2: Capability & Capacity		■	◆ ○	★	
1.3: Training & Support		■ ◆	○	★	
2. Organisation					
2.1: Governance			■	◆ ○	★
2.2: IM Vision & Strategy		■		◆ ○ ★	
2.3 Strategic Alignment	■		◆	○ ★	
2.4 Management Support & Leadership		■	◆ ○	★	
2.5 Audit & Compliance		■ ○ ◆	★		
3. Information Lifecycle & Quality					
3.1: Asset Management		■ ◆		○ ★	
3.2: Policies & Procedures		■	◆ ○	★	
3.3: Meeting Business Needs		■	◆ ○	★	
3.4: Accessibility & Discoverability	■		◆	○ ★	
3.5: Information Use & Re-Use		■ ◆	○	★	
4. Business Systems & Processes					
4.1: Information Architecture	■ ◆		○	★	
4.2: Process Improvement		■	◆ ○	★	
4.3: Business Systems & Tools		■ ◆	○	★	
4.4: Information Security		■	◆ ○	★	

Example Agency

List of IM Initiatives and BAU activity

- Mapped against IM3 dimensions Now (2015)

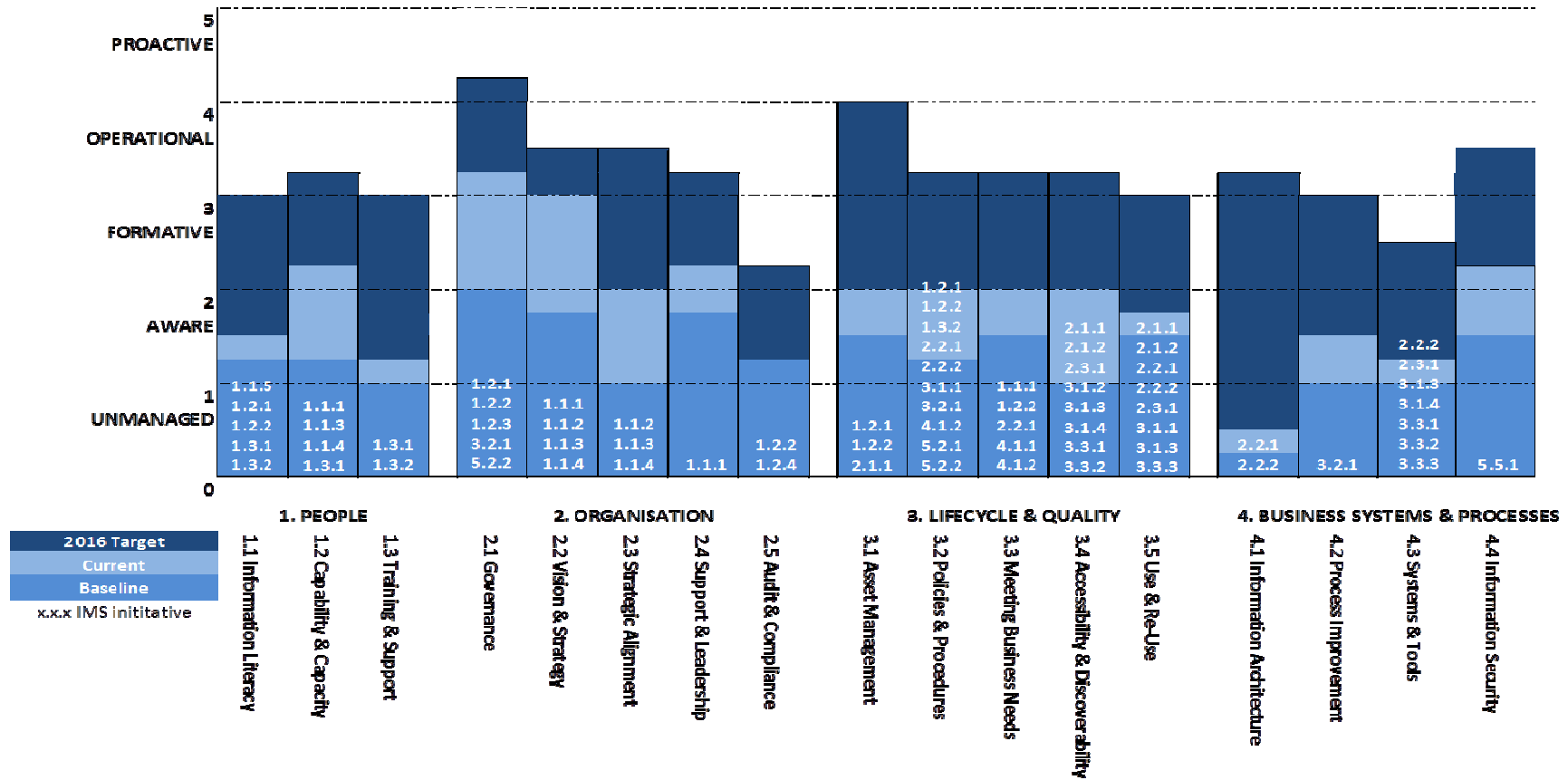
- Indication as to what maturity level each contributed to

Helped determine where there were gaps in the proposed program of work

Initiative (Grey is BAU)	People			Organisation					Information Lifecycle and Quality					Business Systems and Processes			
	1.1: Information Literacy & Responsibility	1.2: Capability & Capacity	1.3: Training & Support	2.1: Governance	2.2: IM Vision & Strategy	2.3 Strategic Alignment	2.4 Management Support & Leadership	2.5 Audit & Compliance	3.1: Asset Management	3.2: Policies & Procedures	3.3: Meeting Business Needs	3.4: Accessibility & Discoverability	3.5: Information Use & Re-Use	4.1: Information Architecture	4.2: Process Improvement	4.3: Business Systems & Tools	4.4: Information Security
1.1.1 information management strategy 2015-2019		3/4			3/4	3/4				3							
1.1.2 IM Framework					3/4	3/4											
1.1.3 Business Intelligence Strategy and Implementation		3/4			3/4	3/4											
1.1.4 Digital Strategy		3/4			3/4	3/4											
1.1.5 Communication plan	3/4																
1.2.1 IM governance framework	3			3/4				3	3								
1.2.2 Implement IM organisation and governance structure	4			3/4			3	3	3	3/4							
1.2.3 IM benefits and performance measurement				3/4													
1.2.4 Develop an audit/compliance program							3										
BAU BT&IM Exec Subcomm & IMAC				4		3/4											
1.3.1 IM training needs identification	3	3	3														
1.3.2 Staff training on privacy and security	3/4		3						3								
BAU IMPCU		3/4															
2.1.1 Information Asset Register								4			3/4	3/4					
2.1.2 Metadata Repository											3/4	3/4					
2.2.1 Development of Information Architecture Framework									3	3		3/4	3/4				
2.2.2 Information Architecture implementation roadmap									3			3/4	3/4		2/3		
2.3.1 Enterprise Data Acquisition and Storage												3	3			2/3	
3.1.1 Develop data.vic.gov policy for DH									3			3/4					
3.1.2 Proof of Concept for enterprise search											3						
3.1.3 Web Transformation Project											3/4	3/4			2/3		
3.1.4 Options for intranet development											3/4				2/3		
3.2.1 Access and Release Framework for Personal Data				3/4					3					3			
3.3.1 Investigate upgrade of records management software											3				2		
3.3.2 Proof of Concept for data classification and cleansing											3				2/3		
3.3.3 Document management and collaboration												3/4			3		
BAU TRIM Training			4														
4.1.1 Develop data quality framework										3/4							
4.1.2 Implement of data quality framework									3	3/4							
5.1.1 Baseline security risk assessment and target state definition with implementation roadmap																	3
5.2.1 Develop and implement privacy policy and strategy									3								
5.2.2 COAG national health privacy framework				3/4					3								

Example Agency

Information Management Maturity Measurement - Baseline, Current & 2016 Target State



Example Agency

IM3 level and corresponding PROV advice

Dimension	PROV Advice	
1. People		
1.1: Information Literacy & Responsibility <i>(Aware)</i>	<ul style="list-style-type: none"> Conduct an evaluation of information literacy skills required in your workplace and compare these to the current staff skill level. Include a description of information literacy tasks in job descriptions. 	Planned Considering
1.2: Capability & Capacity <i>(Formative)</i>	<ul style="list-style-type: none"> Obtain funding for a specialist information management position or consultancy. Investigate central government services that may be available to boost your core capabilities. Promote the benefits of a fully resourced information management capability to management. 	Planned Started Started
1.3: Training, Support & Knowledge Sharing <i>(Aware)</i>	<ul style="list-style-type: none"> Investigate external courses available to address the major skill and knowledge gaps (including training available from PROV). Include Information Management training in staff personal development plans. 	Considering Considering
2. Organisation		
2.1: Governance <i>(Formative)</i>	<ul style="list-style-type: none"> Formalise the presence and role of the IMGC in the organisation by documenting the Terms of Reference, developing a standard agenda and scheduling regular meetings for the next 12 months. Gain formal approval for organisation Recordkeeping and Information Management procedures from the IMGC. 	Complete Started
2.2: IM Vision & Strategy <i>(Formative)</i>	<ul style="list-style-type: none"> Seek support to draft an IM Strategy for your organisation. This may involve developing a funded business case which assesses and identifies resource requirements for the implementation of the Strategy. 	Complete

Undertake your own Assessment(s)

- Simple & Easy
- Download IM₃ Excel Tool from PROV website
- Undertake assessment(s)
- Use the 'Developing IM' document in your organisation to assist in improving IM capabilities
- Send result to PROV (optional)

IM3 Plans for 2015/16

- Raise awareness of IM3 value to information governance
- Report agency self-assessments results
- Complete IM3 V1.5 and releases it for agency use
- Canvas agency for IM3 improvements and prioritise for inclusion in IM3 V2.0



Questions

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